Complaints procedure 2020

What is a complaint?

"A complaint is an expression of dissatisfaction made to an organisation, related to its products/services, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected." Definition from ISO 10002:2004

Issue handling procedure

Should a customer have any queries or issues that need to be resolved, the below issue handling escalation path should be followed.

Contact centre
Prepaid and post-paid
(135)

Call centre agent: First point of contact
Supervisor/Manager: Second point of contact
MTN complaints: Third point of contact

Business call centre
(135)

Call centre agent: First point of contact
Supervisor: Second point of contact
MTN complaints: Third point of contact

High Volume Repair Centre
(083 900 0349)

Call centre agent: First point of contact
Supervisor/Manager: Second point of contact
MTN complaints: Third point of contact

Insurance
(083 123 6084)

Call centre agent: First point of contact
Supervisor/Manager: Second point of contact
MTN complaints: Third point of contact

Coverage help desk
(083 900 1212)

Call centre agent: First point of contact
Supervisor: Second point of contact
MTN complaints: Third point of contact

Web portal
Prepaid and post-paid

mtn.co.za

MTN stores
Prepaid and post-paid

Store consultant:
First point of contact

Supervisor/Manager:
Second point of contact

Complaints manager:
Third point of contact

Complaints handling procedure

In a situation where a customer is not satisfied and an issue becomes a **complaint,** the below **complaints handling escalation path** should be followed.

Complaints can be sent to the following contact points: **complaints@mtn.com**
Should MTN fail to resolve a customer's complaint within 14 days, the complaint may be escalated to ICASA at **consumer@icasa.org.za** or **012 568 3000/3001.** In addition, as MTN is a member of the Consumer Goods and Service Ombudsmen, the customer can send an email to **complaints@cgso.org.za** or **info@cgso.org.za,** or call **0860 000 272.**

Please note: You should go through the issue handling procedure first before attempting to follow the complaints handling procedure.